JMU Dining Services

POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Student Manager</th>
<th>Date:</th>
<th>7/2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports To: (title)</td>
<td>Shift Manager/Manager/Sous Chef/Executive Chef/Director</td>
<td></td>
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<tr>
<td>Location:</td>
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**Position Summary:** Describe the general purpose of the job or why the job exists.

Provides administrative and managerial support with the student staff within the dining units.

**Essential Functions:** List the principal on-going responsibilities necessary to accomplish the purpose of the job.

1. Assists in the management of evening and weekend shifts for students.
2. Assists in student labor costs.
3. Assists in recruiting and hiring of student staff.
4. Conducts trainings for student employees throughout the year.
5. Conducts pre-service meetings with students as needed.
6. Works with other student managers in a well balanced team to ensure duties and deadlines are met.
7. Conducts yearly student evaluations.
8. Actively participates in location and student manager meetings.
9. Monitors student employee performance and assists where necessary.
10. Assists in student scheduling and fills shifts where appropriate.
11. May assist in the disciplinary actions of student employees.
12. Ensures replenishment of dining area items in a timely manner.
13. Follows labor budget guidelines set by the scheduling manager of the location.
14. Interacts with personnel in other departments such as Marketing, Human Resources, Payroll, etc.
15. Ensures student employees attend yearly orientations.
16. Assists in dining shops when necessary, including but not limited to, cooking, serving, and clean up of the facility.
17. Ensures safety and sanitation policies are followed and abided by.
18. Reports non working, damaged or malfunctioning equipment to Supervisor and or Manager in a timely manner.
19. Performs other duties as assigned by management.

**Customer Service** - Describe how this position should demonstrate good customer service.

1. Maintain positive interaction with co-workers and customers so that efficient and quality service is provided to our customers.
2. Be aware of customer needs, assist when possible or refer them to a shift manager who can assist with their requests.

**Safety** - Describe how this position is responsible for handling safety issues.

1. Share the responsibility for a safe work environment with your team
2. Work safely, stay alert, practice good housekeeping, remove potential hazards and follow all established safety regulations.
3. Report all incidents/accidents while working to your manager immediately

This job description is subject to change if needed to meet operational needs. You may be asked by a manager or supervisor to assume additional duties to meet operational needs.
JMU Dining Services

4. Understand all safety regulations of your operation including required Personal Protective Equipment (PPE).

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Describe experiences, education and related coursework typically required or expected to perform essential job functions. Include lifting and carrying requirements.</th>
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</thead>
</table>
1. Prior dining services work required.                                                                                      |
2. Must be in good standings with university and be enrolled as a full time student (i.e. At least 12 credit hours) |
3. Must have the ability to read and communicate effectively.                                                              |
4. Ability to understand and carry out responsibilities.                                                                     |
5. Must be able to accept in a positive manner information and instruction from customers and superiors.                |
5. Lift 40 lbs. maximum with frequent lifting and/or carrying objects up to 25 lbs.                                         |